

	 <b>Weekly Report</b>						
		<b>11/14/2020</b>	<b>11/7/2020</b>	<b>October</b>	<b>September</b>	<b>August</b>	<b>YTD</b>
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	502	367	1596	2656	367	5488
	# Indexes Complete	415	284	1338	2041	306	4384
	% Indexed Complete	82.7%	77.4%	83.8%	76.8%	83.4%	79.9%
	# Indexes unreachable (Max Attempts)	87	82	238	596	26	1029
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	17.3%	22.3%	14.9%	22.5%	7.1%	18.8%
	# Indexes Attempted calls (all completions + at least 1 attempt)	502	367	1597	2649	332	5447
	Average time from Index Received to Index Reached	0.02:42.43	0.08:05.12	0.04:41.22	0.14:20.53	0.13:37.44	0.09:38:09
	Average Index Handle Time	0.00:10:52	0.00:10:52	0.00:16:20	0.00:14:04	0.00:11:41	0.00:14:13
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	82.47%	77.38%	79.9%	61.9%	16.1%	68.70%
Contacts	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.8%	100.0%	98.2%	96.6%	23.2%	94.9%
	# contacts generated	1315	1011	4331	5822	967	13446
	# contacts generated per Index Complete	3.2	3.6	3.2	2.9	3.2	3.1
	# contacts complete	1183	882	3275	3818	758	9916
	% contacts complete	90.0%	87.2%	75.6%	65.6%	78.4%	73.7%
	# contacts unreachable (Max Attempts + missing phone numbers)	140	139	729	1209	16	2290
	% contacts unreachable (Max Attempts + missing phone numbers)	10.6%	13.7%	16.8%	20.8%	1.7%	17.0%
	# contact attempted (all completions + at least 1 attempt)	1315	1011	3886	4718	800	11730
	Average Time from Contact Generated to Contact Reached	0.02:50:33	0.04:59:08	0.09:51:01	1.11:51:36	0.17:12:39	0.17:49:30
	Average Contact Handle Time	0.00:04:54	0.00:04:50	0.00:12:14	0.00:15:10	0.00:09:53	0.00:11:58
	% contacts completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	90.45%	87.10%	74.83%	55.43%	74.18%	69.06%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.2%	97.4%	90.5%	69.9%	86.8%	83.0%
	Average Time from receipt of initial case name to full completion of all related contacts	0.06:19:18	0.13:03:45	0.17:41:43	2.07:01:49	1.11:53:23	2.10:14:18